

INFORMATION MANUAL

for local office staff

Revision Record



The *Revision Record* lists changes made only to the electronic copy of the *Version* listed below. Please print only the pages described under *Comments*, and substitute them in your manual to ensure that it remains current. The *Date Published* appears at the bottom of new or changed pages.

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The masculine gender is used throughout this manual without bias, in the interest of simplicity and ease of reading.

General Information

Purpose of this Manual

This manual has been prepared for use by staff in the local office (including the additional assistant returning officer's office) during a general election, a by-election or a referendum.

It contains information which Elections Canada feels will be helpful to anyone who must answer telephones and deal directly with the public.

This manual contains only a summary of the election process; it does not replace the *Canada Elections Act*, which is always the most authoritative source.

Privacy Protection at the Local Office

Elector information is confidential and must be protected at all times. Staff will have access to personal information about friends, family, neighbours, colleagues and others, such as their address or date of birth.

The privacy of all electors is to be protected. When you are looking up information on the list of electors, it is important not to divulge information regarding other persons who may be listed at an elector's current or previous address.

Courtesy at Work

As a member of the local office staff, you are one of the Elections Canada officials with whom the elector will come into contact during the course of the election. The manner in which you work and communicate with the public may influence what electors think about the electoral process and the way electoral events are run.

Furthermore, your behaviour affects the level of trust that electors put in their electoral system and in the organization which runs federal electoral events, namely Elections Canada. Therefore, you are expected to follow some basic rules of conduct as outlined in this manual.

As a representative of Elections Canada, you must always be polite with electors and dress appropriately so that you do not offend anyone. Always wear your Elections Canada ID card when you are at work.

Smoking policy

Elections Canada's non-smoking policy prohibits smoking in areas designated for voting, in the local office, in any area where training is given or at any stage of the revision process where an election officer is in contact with the public.

This policy ensures an effective and smoke-free environment for the electorate or any person involved in the electoral process either as an election officer or in any

other capacity such as a candidate's representative at the poll or a worker in the office.

It is the returning officer's responsibility to ensure that staff adheres to the federal government smoking ban.

Scents in the Workplace

Scented products such as perfume, colognes, aftershaves and hairsprays can cause reactions in environmentally sensitive individuals ranging from mild discomfort to severe disabilities.

Employees who wear perfume may not realize the adverse effect caused by scented products. Scented products can trigger migraines, nausea, fatigue, weakness, malaise, dizziness, light-headedness and allergic reactions in employees affected.

In consideration for all employees' well-being, please consider minimizing your use of perfumes, aftershave lotions, toiletries and other scented products at work.

Assistance for Electors with a Disability

Elections Canada supports the respectful assistance of electors with a disability or who are unable to read.

The following list describes the types of respectful assistance you should offer to electors who ask for it:

- If an elector appears to require assistance in understanding the process, ask him if he needs help. If he agrees to assistance, ask him what kind of assistance is required.
- Always speak directly to the elector rather than to his companion.
- Each elector is an individual who may require different levels of assistance. It may take more time for a challenged elector to communicate. You should give your undivided attention to assisting an elector with a disability.
- Speak calmly, slowly and directly to a person who is deaf or hard of hearing. Your natural facial expressions, gestures and body movements will help the person understand. If communicating with this person remains difficult, try writing down your instructions
- Do not shout or speak in the person's ear.
- Greet a person who has a visual impairment by saying who you are and what you do. Explain the process to the elector. If he has to sign a form, provide a guiding device, such as a ruler or card to help him place his signature. You must ensure that the elector fully understands what he is signing.
- Before assisting a person using a wheelchair, ask if you may do so and how the person wishes you to proceed.

- Service dogs are admitted to any building. Do not disturb the dogs while they are carrying out their duties.



If you require further information on this aspect of your work, or on any other related subject, do not hesitate to ask your returning officer or any other person who has been delegated by the returning officer to supervise your work.

Political Activity

You are responsible to the returning officer who hired you, and to anyone he has delegated the supervision of your work in the local office - but not to any political party or candidate or candidate's representative.

As long as you are a member of the local office staff, you must not take part in any partisan political activities. This means that:

- you must not express opinions or present materials which support or oppose a political party or a candidate while doing your work;
- you should only answer questions about the electoral process; and
- you must not work for any potential candidate or political party, or attend any political functions or meetings, even during your off-duty hours.

Bilingual Services in the Electoral District

According to the *Official Languages Act*, Elections Canada must provide services in the two official languages, English and French.

Your returning officer has been asked to appoint bilingual receptionists or at least have a bilingual staff member on duty at all times during office hours. If you are not bilingual, make sure you know who is.

When answering the telephone, communicate in the official language of the province's majority first, and that of its minority second.

All staff answering the telephones in the local office should use the following bilingual greeting:

- "Élections Canada, Hello!" in Quebec or "Elections Canada, bonjour!" outside Quebec.

If the caller responds French and you are not bilingual:

- “Un moment s’il vous plaît

Find a designated bilingual staff member in the office to assist you or use Elections Canada's Dedicated Linguistic Services Line.

Elections Canada's Dedicated Linguistic Services Line

Elections Canada recognizes that, in some parts of the country, it may be difficult for returning officers to meet the bilingual staffing conditions. Help is therefore available from Elections Canada's Dedicated Linguistic Services by dialing 1-800-856-1550.

In order to access bilingual service via Elections Canada's Dedicated Linguistic Services Line, the returning officer's telephone must have the conference call option activated. If an elector prefers to speak French, follow this procedure:

1. Ask the elector to wait one moment by saying “Un moment s’il vous plaît”
2. When the interpreter comes on the line, add the caller to the conference call. The interpreter will translate the information exchange between the interlocutors.
3. If the elector is in the local office and not on the telephone, ask the elector to call your electoral district telephone number from a separate telephone in the office. Answer the call and follow the steps described above.

If a bilingual worker is available in the office, you may want to transfer the elector to this person.

- Inform the caller that you are transferring him to someone who speaks his language and provide him with the name of this person.
- Inform your colleague of the caller's language preference.

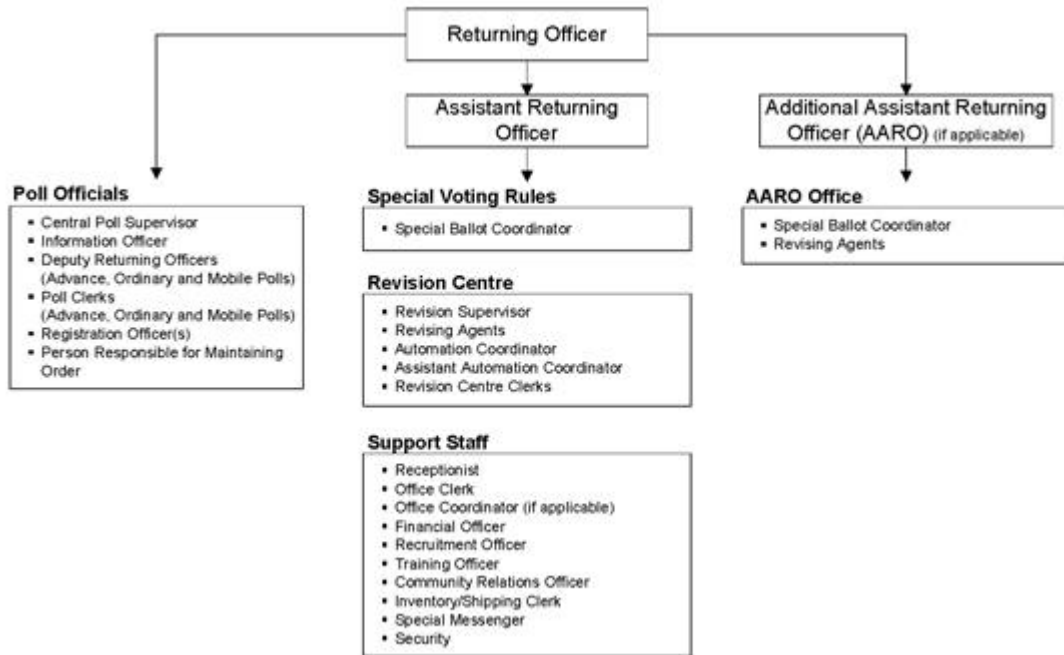
After-hours message

The after-hours message has been recorded by Elections Canada in Ottawa in both official languages for all electoral districts.

Elections Canada Contact Information

Contact	Telephone number	When to Use
Elections Canada Public Enquiries Centre	1-800-463-6868 1-800-INFO-VOTE	A tollfree line for the general public in Canada and the United States
	TTY/TDD 1-800-361-8935	For the general public, deaf or hearing impaired (toll-free in Canada and the United States)
	001-800-514-6868	A toll-free line for the general public calling from Mexico
Candidates and parties support line	1-800-468-6563	For any queries from candidates or political parties concerning the voting process, nomination papers and the lists of electors
Payment Enquiries Line	1-800-823-8488	For questions regarding workers payroll
Media Relations (Elections Canada in Ottawa)	(613) 933-2224 1-877-877-9515	For urgent media-related issues if Field Liaison Officers are not available
Fax Lines	1-800-267-8549	Elections Canada Operations
	1-800-524-1444	Public Information
Elections Canada Internet Web Site	http://elections.ca	Elections Canada Web site and email

Local Office Organizational Structure



Hiring Process

A person wishing to work as an election officer must contact the returning officer for his or her riding or the local associations of the registered political parties whose candidates finished first or second in the previous election in that electoral district. It is also possible to apply online at www.elections.ca.

The registered political parties whose candidates finished first and second in the last election in the electoral district must respond to the returning officer's request for names of suitable persons to fill revising agent positions within three days after receipt of the request.

Candidates running in the election have until the 17th day before election day to recommend suitable persons for the positions of deputy returning officer, poll clerk and registration officer to the returning officer.

Election officers work primarily in the polling stations. They must qualify as electors – that is, they must have Canadian citizenship and be at least 18 years old on election day. In addition, many election officer positions require that the workers reside in the electoral district for which they are hired.

Key Personnel

You should know the names and the telephone numbers of the following key personnel in the local office and the additional offices (if applicable).

Position	Name	Telephone
Returning Officer (RO)		
Assistant Returning Officer (ARO)		
*Additional Assistant Returning Officer(s) (AARO)		
Automation Coordinator (AC) and Assistant		
Special Ballot Coordinator(s) (SBC)		
Special Ballot Coordinator(s) – acute care hospitals		
Revision Supervisor		
Revising Agent(s)		

Position	Name	Telephone
Financial Officer		
Training Officer(s)		
Receptionist		
Office Clerk(s)		
*Inventory and Shipping Clerk(s)		
*Recruitment Officer		
*Office Coordinator		
*Community Relations Officer(s)		
Office Messenger		
Office Security Officer		

* if applicable

Electoral District Code

Every electoral district has an official identification number composed of five digits. The first two digits represent the province or territory in which it is located and the other three identify the electoral district.

For example, the electoral district code for Algoma–Manitoulin–Kapusksing in Ontario is 35-002 - the code for Ontario is 35, and the code for the electoral district of Algoma–Manitoulin–Kapusksing is 002.

Your Electoral District Code is:	_____
Your Electoral District has:	_____ polling division

(Returning officer to supply)

The Local Office

Following is important information relating to the local office which you will need to keep handy at all times:

Your Electoral District Name:			
Returning Officer's cellular telephone no. <i>(for office staff only):</i>			
Office and Name	Address	Toll-free No.	Fax No.
Returning Office			
Where previously authorized by Elections Canada, the returning officer may have set up one or more additional offices, each managed by an additional assistant returning officer (AARO)			
AARO #1			
AARO #2			
AARO #3			
AARO #4			
Office Hours	<p><u>Open to the public:</u> Monday to Friday: 9 a.m. - 9 p.m. Saturdays: 9 a.m. - 6 p.m. (except Day 9 – 9 a.m. to 9 p.m.) Sundays: 12 noon - 4 p.m.(except Day 1 – 9 a.m. to 9 p.m.)</p> <p><u>The office is closed to the public after election day (Day -1).</u></p>		

(Returning officer to supply)

Important dates

Event	No. of days before election day (and deadline)	Date(s)
Election Day	Day 0	
Advance Polls	Day 10 Day 9 Day 7	
Closing Day for nominations	Day 21 (2 pm)	
Revision of <i>List of Electors</i>	Day 33 (or earlier) to Day 6 (6 pm)	
Special Ballot – Registration	Issue of the writ to Day 6 (6 pm)	
Special Ballot – Receipt of Ballots	Up to Day 0 <ul style="list-style-type: none"> ▪ In local office at the close of the polls, local time (for local electors) ▪ In Ottawa at 6 p.m., Ottawa time (for all other categories of electors) 	

(Returning officer to supply dates)



Voting by special ballot starts the day the election is called (date of the issue of the writs).

Media Calls

You may receive calls from local, regional or national media representatives (newspapers, radio and television) asking for interviews, comments on election-related issues or statistics on a local or area-wide basis.



Refer all media calls to your returning officer.

If you are unable to reach the returning officer, take a message and deliver it as soon as he is available.

Reference Materials

There are many sources of information that you will find helpful in your day-to-day activities. Familiarize yourself with these documents and their use. Your returning officer will tell you where to find the materials listed below so that you may refer to them when needed.

- *Election Calendar (Aide-Memoire)* for the Returning Officer
- ECDocs (Forms)
- Manuals for:
 - *Inventory/Shipping Clerk* (EC 10475)
 - *Financial Officer* (EC 10445)
 - *User's Guide Additional Office Automated Workstation* (EC 10503)
 - *Revision Supervisors* (EC 40231)
 - *Revising Agents Using REVISE* (EC 40230)
 - *Revising Agents Using Forms* (EC 40233)
 - *Revising Agents Doing Targeted Revision* (EC 40232)
 - *Special Ballot Coordinator* (EC 78130)
 - *Deputy Returning Officers and Poll Clerks (Advance Poll)* (EC 50300)
 - *Deputy Returning Officers and Poll Clerks (Mobile Poll)* (EC 50320)
 - *Deputy Returning Officers and Poll Clerks (Ordinary Poll)* (EC 50340)
 - *Central Poll Supervisor* (EC 50355)
 - *Registration Officer* (EC 50357)
 - *Information Officer* (EC 50356)
- *Electoral District Map and Polling Division Map(s)*
- *Poll Key* (binder)
 - alphabetical listing of all streets in the electoral district and their polling division number
- *Polling Division Descriptions* (binder)
 - listing of all streets and parts of streets in each polling division
- *Canada Elections Act*

Candidates & Political Parties

The following information is about the candidates in your electoral district and the political parties they represent:

Name of candidate and official agent	Party	Office address	Telephone	Campaign Manager
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				

(Returning officer to supply)

Who can supply revising agent names?

Political parties who finished first and second in the last general election.

Position	Party	Contact Person	Telephone
First Party			
Second Party			

(Returning officer to supply)

Who can supply the names of deputy returning officers, poll clerks and registration officers?

The candidate whose political party finished first supplies the names of deputy returning officers. The candidate whose political party finished second supplies the names of poll clerks. Registration officers are equally supplied by both candidates.

Position	Party	Candidate/Contact Person	Telephone
First Party (Deputy returning officers and registration officers)			
Second Party (Poll clerks and registration officers)			

(Returning officer to supply)

Permitted Usage of the Lists of Electors

Registered political parties and members of Parliament may use the lists of electors for communicating with electors, including soliciting contributions and recruiting members.

Candidates may use the lists of electors, during an election period, for communicating with electors, soliciting contributions, and campaigning.

Lists of electors used by election officers contain the elector's gender and date of birth and must not be given to candidates or their representatives.

Ensure that only the candidate's files and the candidate's copy of the lists of electors are given to the appropriate candidate representative. Access to other information (gender and date of birth) must not be given or released to anyone other than EC or to DROs for the advance polls or ordinary polling day.

Offences

It is important to remember that, by law, the information contained in the National Register of Electors and in the lists of electors prepared from it may only be used for electoral purposes. The improper use of elector information is punishable by law.

Voting Hours

The main objective of staggered voting hours is to ensure that the election results are known at approximately the same time throughout Canada. The polls are open in the various time zones as follows:

Time zone	Polls open and close in local time
Newfoundland time	8:30 a.m. – 8:30 p.m.
Atlantic time	8:30 a.m. – 8:30 p.m.
Eastern time	9:30 a.m. – 9:30 p.m.
Central time*	8:30 a.m. – 8:30 p.m.
Mountain time*	7:30 a.m. – 7:30 p.m.
Pacific time	7:00 a.m. – 7:00 p.m.

* In Saskatchewan, when daylight saving time is in effect for the rest of the country, voting hours are from 7:30 a.m. to 7:30 p.m. local time.

Exceptions:

If your electoral district contains more than one time zone, your returning officer will advise you of the voting hours that the Chief Electoral Officer has set for your electoral district.



If more than one by-election is held on the same day in the same time zone, the voting hours are from 8:30 a.m. – 8:30 p.m.

For this election:

Election day hours in your electoral district are:	_____ a.m. to _____ p.m.						
Advance Polls	The advance polls are open from noon to 8 p.m. (local time) on each of Friday, Saturday and Monday the 10th, 9th and 7th days before election day (obtain dates for advance polls from returning officer).						
	<table style="width: 100%; border: none;"> <tr> <td style="width: 33%; border: none;">_____</td> <td style="width: 33%; border: none;">_____</td> <td style="width: 33%; border: none;">_____</td> </tr> <tr> <td style="border: none; text-align: center;">Day 10</td> <td style="border: none; text-align: center;">Day 9</td> <td style="border: none; text-align: center;">Day 7</td> </tr> </table>	_____	_____	_____	Day 10	Day 9	Day 7
_____	_____	_____					
Day 10	Day 9	Day 7					

(Returning officer to supply)

Registration

Electors may register at the advance, ordinary or mobile polls. However, electors should be encouraged to register during the revision period in order to avoid waiting in line to register on election day.

Revision Period

Revision is the process of updating the *Preliminary Lists of Electors* produced from the National Register of Electors at the start of an election period.

The revision process includes adding electors to the list, correcting information for electors already on the lists, moving electors from their previous address to their current address and removing electors from the lists.

Electors may apply for changes to be made to the lists in person, by mail, fax or telephone before the end of the revision period.

Revision usually begins on Day 33. Electors have until 6 p.m. on the 6th day before election day to update their information on the lists of electors.

Electors who need to register at the office of the returning officer during revision must show a piece of identification establishing their name, address and signature or two pieces of identification, one showing their name and address and the other, their name and signature.

It is important to note that if the current event is a by-election, the rules related to ordinary residence is different. To be eligible to vote at a by-election, an elector has to reside in the electoral district from the first day of revision until polling day.

The rules regarding identification are not the same during revision and for voting. When providing information to an elector, make sure that you are providing the proper information by asking whether he wishes to come to the office or if he is enquiring about voting requirements.



Revising agents have been appointed by the returning officer and have received special training regarding the revision process. It is therefore important that all revision questions be transferred to the revising agents or the revision supervisor.

Registering at the Polls

On polling day, a registration desk will be set-up at every central polling place containing 3 or more polling stations. An elector who is not registered must show acceptable proof of identity and address before receiving a *Registration Certificate* (EC 50050). The elector must then bring this certificate along with his proof of identity and address to the deputy returning officer. When there is no registration desk at the polling site, electors can register through the deputy returning officer.

In addition, all deputy returning officers may register electors through a process known as “vouching”. This means that an elector who is already registered on the list

of electors at a polling station and who has acceptable proof of identity and address can “vouch” for another elector living in the same polling division. Both electors are required to take an oath.

No elector may vouch for more than one elector in an election and an elector who has been vouched for may not vouch for another elector in the same election.

The process of “vouching” is allowed at advance, ordinary and mobile polls.

Registering to vote by special ballot

Electors who are unable to vote on election day or during the advance polls may apply to register and vote by special ballot. Those who are not already on the lists of electors are added to the appropriate list once their *Application for Registration and Special Ballot* (EC 78625) is approved. The deadline for receipt of the elector’s application is 6 p.m. on Day 6.



In your office, a special ballot coordinator has been appointed by the returning officer. Any request for information on special ballots should be transferred to the special ballot coordinator.

Who can vote?

To vote, an elector must be:

- be a Canadian citizen;
- at least 18 years old on polling day;
- be an ordinary resident in the polling division; and
- provide acceptable proof of identity and address.

Ordinary Resident in the Polling Division

A person is considered an “ordinary resident” at the place he calls home. This is the place where he resides and intends to return to when away. A person can only have one home as an ordinary residence.

Student Electors

Student electors must determine their place of ordinary residence. This is either the place where they live while attending school, such as a student residence, or the address where they live when not attending school, such as their parents’ home. They can register and vote only in the electoral district where their place of ordinary residence is located.

Verifying that the Elector has Acceptable Proof of Identity and Address

The elector must prove his identity and address in one of the following three ways:

- one original piece of identification with photograph, the name and address of the elector issued by a Canadian government, whether federal, provincial, territorial or local, or an agency of that government;
- two original pieces of identification authorized by the Chief Electoral Officer, each of which will establish the elector's name and at least one of which establishes his address; or
- be vouched for, if the elector cannot provide the required proof of identity and address.



Please refer to the pamphlet *Remember: To vote, you must prove your identity and address* (EC 90189).

Rights and obligations

Allowed time to vote

Electors are entitled to three consecutive hours to vote on election day during the opening hours of polling stations.

It is a common mistake to think that employees are entitled to have the total three hours off work at the employer's expense. In fact, an employee is only entitled to have time off work if his working hours make it impossible for him to have three consecutive free hours on his own personal time.

For example:

1. The polls in New Brunswick are open from 8:30 a.m. to 8:30 p.m. If an employee in New Brunswick works a shift starting at 1 p.m. on election day, the elector will not be entitled to take time off work to go vote because the polls will have been open for 4.5 consecutive hours before the start of that elector's shift.
2. The hours of voting in British Columbia are from 7 a.m. to 7 p.m. If the working hours of an employee are from 9: a.m. to 5 p.m., the employee would be entitled to one hour off work – from 4 p.m. to 5 p.m. – in order to have three consecutive free hours for voting. In this case, the employer must give one hour off with pay.

What is a *Transfer Certificate*?

The returning officer, the assistant returning officer or the additional assistant returning officer may issue a *Transfer Certificate* (EC 10190) to certain categories of electors who wish to vote at a polling station other than the one where their name is on the list. It can be used only on election day.

Who can use the *Transfer Certificate*?

Only the following already-registered electors are entitled to have a *Transfer Certificate*:

- candidates;
- election officers who will be working outside the polling division where they are listed and who were appointed after the last day of advance polls (poll officials are usually asked to vote in advance); and
- electors who need level access to vote but whose own polling station does not provide it.

Deadline for Applying

Electors who need level access

An elector's *Voter Information Card* indicates whether his polling station has level access or not.

If their polling station is not accessible, electors with a disability may request a *Transfer Certificate* to vote at an accessible location until the close of polls.

Election officers (appointed after the last day of advance polls) and candidates

These electors may request a *Transfer Certificate* at any reasonable time, up to and including election day.

Using the *Transfer Certificate*

An elector who has been issued a *Transfer Certificate* must present it to the deputy returning officer before being allowed to vote.

An elector who has obtained a *Transfer Certificate* may still vote at his original polling station but only if he first provides the original *Transfer Certificate* to the deputy returning officer.

Returning officers will give a copy of each *Transfer Certificate* they have issued to the deputy returning officer at the polling station where the elector was originally registered, so that the poll clerk may indicate, on the list of electors, that the elector has been transferred to another polling station.

Who provides electors with transportation to the polling place?

The returning officer and Elections Canada are not responsible for elector's transportation to and from their polling station.

Anyone who calls the local office asking for transportation to the polls should be told that this service is not provided by Elections Canada. However, in some cases, candidates' campaign offices are equipped to help in this way.

Complaints about Alleged Offences

Returning officers and their staff must never try to give legal opinions or investigate complaints about possible infractions of the *Canada Elections Act* nor should they talk to the media about them.

Never try to interpret the provisions of the *Canada Elections Act*. If candidates' campaign workers have questions on these matters, refer them to the Candidates and Political Parties Support Network at 1-800-486-6563 or by email at www.elections.ca.

If you receive a complaint of a legal nature, bring it to the attention of your returning officer. Inform individuals that they must send their complaint in writing directly to the Commissioner of Canada Elections in Ottawa at the following address:

The Commissioner of Canada Elections Canada
257 Slater Street
Ottawa, Ontario
K1A 0M6

Email: commissionersoffice@elections.ca

Complaints against election officers, however, must be submitted in writing to the Chief Electoral Officer as follows:



The Office of the
Chief Electoral Officer
257 Slater Street
Ottawa, Ontario
K1A 0M6

Blackout Period

The *Canada Elections Act* prohibits advertising on election day prior to the close of the polls in the electoral district, which supports or opposes the election of a registered political party or candidate, including advertising that takes a position on an issue with which a registered party or candidate is associated. This involves television and radio broadcasts and printed media.

This period is known as the *blackout period*.

The Act provides some exceptions to this basic rule, such as advertising on the Internet.

Any calls relating to this subject should be referred to the returning officer or to the Candidates and Political Parties Support Line at 1-800-486-6563 or by email at www.elections.ca.

Terms You Should Know

Term	Definition
Accessibility	The extent to which access is available. Voting at federal elections and referendums is very accessible. All advance polling sites and almost all election day polling sites have level access. Electors who are unable to mark their ballot can receive help. There is a voting template for persons with a visual disability.
Additional Assistant Returning Officer (AARO)	If requested by the returning officer, the Chief Electoral Officer (CEO) may designate areas in the returning officer's electoral district and authorize, in writing, the appointment of one or more additional assistant returning officers (AAROs) to assist in managing the electoral process.
Advance polling place	A building that contains an advance polling station.
Advance polling station	Polling station opened three days to allow electors to vote prior to ordinary polling day (opened day 10, 9 and 7 of the electoral calendar).
Advance polls	Polls held between noon and 8:00 p.m. on Friday, Saturday and Monday, the 10th, 9th and 7th days before polling day for those who want to vote in advance. The ballots are kept in a sealed envelope until election day and are counted at the same time as the other ballots.
AEYP	Aboriginal Elder and Youth Program
<i>Alphabetical List of Electors</i> (ALPHA list)	A paper copy of the <i>List of electors</i> that is sorted alphabetically.
<i>Alphabetical List of Electors sorted by polling site</i>	The list of names and addresses of all eligible electors which is used at the polling station on voting day. Also known as the voters list.
<i>Alphabetical List of Electors by Polling Site</i>	List of electors produced from the REVISE application and used by the registration officer to verify if electors are on the list.
Assistant Returning Officer (ARO)	Appointed by the returning officer and assists the returning officer to fulfill his duties. Undertakes those tasks which are delegated by the returning officer.
Automation Coordinator (AC)	Provides technical support for all automated systems in the local office.
Ballot	A piece of paper on which are printed the names of candidates, their political parties and a place for the elector to indicate the preferred candidate. Canada uses the secret ballot, which means no one except the elector knows the choice that was made.
By-election	An election held in a particular electoral district to fill a vacancy in the House of Commons at any time other than during a general election. Several by-elections may be held on the same day.
<i>Canada Elections Act</i> (CEA)	The federal <i>Act</i> of Parliament which regulates federal elections.
Canadian Forces electors	A member of the Canadian Forces normally votes under a separate

(CFE)	procedure set out in the Special Voting Rules.
Candidate	A person who seeks election to public office. A candidate running in a federal election or by-election is trying to be elected a member of Parliament for an electoral district.
Candidate representative	An official observer, appointed by a candidate, who may be present at the polling station during voting and the counting of the ballots. Candidates' representatives need not be Canadian citizens or meet a minimum age requirement.
Candidates' "runners"	Persons appointed by candidates who go from polling place to another to retrieve the statement of the electors who voted on polling day.
Central poll supervisor (CPS)	The returning officer's representative at a polling place with four or more polling stations. This person supervises the staff, including the deputy returning officers and poll clerks.
Central polling place	A building containing two or more polling stations.
Chief Electoral Officer (CEO)	The independent officer of Parliament responsible for conducting federal elections and referendums. Returning officers (ROs) report directly to the Chief Electoral Officer (CEO) of Canada, and are responsible for managing electoral events for the district to which they are appointed.
Clerk	The office clerk is responsible for providing office and administrative support to the returning officer, the assistant returning officer and all office staff.
Community relations officers (CRO)	The community relations officer is appointed in an electoral district where there is either a significant population of Aboriginals, ethnocultural communities, young people or a post-secondary institution or the homeless where there are a significant number of facilities offering shelter or services exclusively for people with no fixed address. He facilitates communication between the office of the returning officer and youth communities, thereby making voting as accessible as possible to that population
Counting the ballots	Counting the ballots after the close of polls on election day.
Deputy returning officer	The officer responsible for the management of a polling station. Some duties are specified by law.
ECDocs	Elections Canada digital manuals for election officers.
ECSN	Elections Canada Support Network
Elections Canada (EC)	Based in Ottawa, Elections Canada is headed by the Chief Electoral Officer of Canada, and is responsible for conducting all federal elections, by-elections and referendums.
Elector	Any Canadian citizen who is at least 18 years of age on polling day.
Election Officer	
Electoral event	A generic term used to describe a general election, by-election or referendum.

Financial Officer	The financial officer is responsible for providing the returning officer (RO) and Elections Canada (EC) with reliable and consistent financial and operational documentation.
<i>Geographical List of Electors</i> (GEO List)	A paper copy of the list of electors for the electoral district sorted first by name of municipality, then alphabetically by street name and addresses.
Information Officer	The first election officer to greet electors at the polling place. He directs the elector either to the correct polling station or to the registration officer based on whether or not the elector has his <i>Voter Information Card</i> and/or satisfactory proof of identity and address. He may also collect the <i>Voter Information Cards</i> and place them in a <i>VIC Collection Box</i> .
Interpreter	There are two types of interpreters: a language interpreter and a sign-language interpreter. This person is appointed by the returning officer to provide assistance to an elector who does not understand either of Canada's official languages or who is hearing-impaired.
Inventory control numbers	An inventory control number (for example, EC 50060) that helps identify official forms, books and other documents.
Inventory/Shipment clerk	The inventory/shipping clerk is responsible for managing and controlling the inventory of supplies.
Level access	Used when a polling place provides flat access from the street to the inside of the polling place, up until the elector reaches the polling station table.
Mobile polling station	When a polling division consists of two or more institutions, a mobile polling station is located in each of those institutions successively.
National Register of Electors (NRoE)	A computerized database of Canadians who have the right to vote. It is prepared and maintained by Elections Canada and includes the name, address, date of birth and gender of all eligible Canadian electors.
NCR Paper	No-carbon-required paper.
<i>Nomination Paper</i>	Elections Canada form that must be completed by candidates running for office in an electoral district. It must include the following: the signatures of the required number of electors from the electoral district; a letter of support from the party if the candidate is endorsed by a registered or eligible party; and the name of an official agent and auditor. <i>Nomination Papers</i> must be submitted with a \$1,000 deposit.
Person responsible for maintaining order	Person appointed (if required or for specific situations) by the returning officer to ensure security at the polling place.
Office Coordinator	The office coordinator is responsible for the management and control of the day-to-day operations of the local office.
<i>Official List of Electors</i> (OLE)	A list of electors produced from the REVISE application that incorporates changes made to the list from the start of revision until the end of revision. The <i>Official List of Electors</i> is used on election day.

Ordinary resident	A person is an ordinary resident at the place he calls home. This is the place he intends to return to when away, or the place where he resides.
Poll clerk	The person who assists the deputy returning officer in his duties at the polling station.
Poll key	A document provided by the returning officer to the information officer or central poll supervisor that indicates in which polling division an elector's address is located.
Polling division	A geographic area containing, in general, approximately 350 to 450 electors. Generally, one polling station is established for each polling division. In exceptional circumstances, due to a higher number of electors than anticipated, more than one polling station can be established for a polling division.
Polling place	A building that contains one or more polling stations.
Polling station	The place where electors go to vote. A polling station is established for every polling division in the electoral district. There is one ballot box for each polling station.
<i>Preliminary List of Electors (PLE)</i>	A list of electors produced from the National Register of Electors when an election is called and then sent to each returning officer.
Receptionist	Receives and handles calls from the general public, greets visitors, performs clerical tasks and other duties as required by the returning officer.
Recruitment officer	The recruitment officer is responsible for the management and control of the recruitment of advance poll and polling-day election officers and for the preparation of training sessions for these election officers.
Registration officer	The person responsible for registering electors who are not on the list of electors in a polling place containing at least three polling stations.
Reminder card	A card sent to each address shortly after the <i>Voter Information Cards</i> have been distributed. It tells electors to check that they have received a <i>Voter Information Card</i> , and if not to take appropriate action.
Returning officer (RO)	The person responsible by law for the administration of the electoral process within the electoral district.
<i>Revised List of Electors</i>	A list of electors that incorporate changes made to the list from the start of revision until the advance voting days. <i>Revised List of Electors</i> are used during advance polls.
REVISE	Computer software used to process the elector data collected during the revision of the list of electors at an election and to produce the lists of electors.
Revision	A four-week period during which revising agents respond to electors' requests to have information added, corrected or removed from the preliminary list of electors.
Revision centre	Computer centre in the office of the returning officer where electors will come to have their record created or updated.

Revision supervisor	Manages and controls revision activities. Revising agents report to the revision supervisor.
Revising Agent	An election official who updates the list of electors during the revision period of an electoral event. They work in pairs and receive revision requests from electors.
Single poll	A polling place containing only one polling station.
Special ballot	A write-in ballot issued by the returning officer or the Chief Electoral Officer to an elector who is unable or does not wish to cast his ballot at an advance poll or on election day. This ballot may be cast by mail or at the local office.
Special ballot coordinator (SBC)	The special ballot coordinator is responsible for the management of the special ballot registration and voting processes in the returning officer and additional assistants returning officers office and to coordinate special ballot voting in acute care hospitals as well as to train the Hospital special ballot coordinator. The special ballot coordinator is also responsible for any other special ballot voting initiative, as required.
Spoiled ballot	A ballot that has not been deposited in the ballot box but has been found by the deputy returning officer to be soiled or improperly printed, or that has been handed back to the deputy returning officer by an elector and exchanged for another ballot.
Targeted revision	An activity directed at electors living in new residential developments, areas where people move frequently, nursing homes and chronic care facilities. Targeted revision ensures that electors in these areas are offered the opportunity to register or make requests for revision.
<i>Voter Information Card</i> (VIC)	A card that Elections Canada sends to every elector whose name appears on the preliminary list of electors during an electoral event. It tells electors when and where they can cast their ballots on election day or at the advance polls.
Vouching	An elector may be “vouched for” at the polling station by another elector who is already registered on the list of electors for the same polling division and who provides acceptable proof of identity and address. No elector may vouch for more than one elector and an elector who has been vouched for may not vouch for another elector during that election.